

FY 2015 LIHEAP Training Conference September 8 - 9, 2014 Pittsfield, MA

MASSACHUSETTS DEPARTMENT OF HOUSING & COMMUNITY DEVELOPMENT
DIVISION OF COMMUNITY SERVICES





FY 2015 LIHEAP Training Conference

Monday, September 8, 2014

7:30 am - 8:45 am		BREAKFAST (Grand Ballroom)
9:00 am - 9:30 am	DAY 1 - FY 2015 LIHEAP TRAINING CONFERENCE	OPENING SESSION (Grand Ballroom) <i>Welcome and Introduction</i> Gerald Bell, Manager, Community Services Programs; Leverett Wing, Associate Director, Division of Community Services, DHCD; Deborah Leonczyk, Executive Director, BCAC, Inc.; Paul W. Mark, 2 nd Berkshire District, State Representative.
9:30 am - 10:00 am		LIHEAP - <i>Where it is and where is it going?</i> Gerald Bell, Manager, Community Services Programs & Akm Rahman, Senior Information & Program Coordinator, DHCD.
10:00 am - 10:45 am		Assurance 16 (Grand Ballroom) Glenn Bouchard, Program Representative, DHCD (moderator) <u>Outreach</u> - Linda Soucy, Housing Services Division Director, GLCAC, Inc.; <u>Outreach</u> - Mary Knittle, Director of Energy Resources, WCAC, Inc.; <u>Case Management</u> - Jennifer Schmorow, Utilities Advocate, Action, Inc.
10:45 am - 10:55 am		BREAK
10:55 am - 12:15 pm		Home Energy Assistance - "Customer Assistance: the Role of the Department of Public Utilities" and "Utility Company Programs" (Grand Ballroom) Gerald Bell, Manager, Community Services Programs, DHCD (moderator) <u>Customer Assistance: the Role of the Consumer Division, Department of Public Utilities</u> - Caroline M. O'Brien, Counsel, Consumer Division, Massachusetts Department of Public Utilities; <u>Utility Company Programs</u> - Kate Agin, Customer Care Outreach Specialist, Northeast Utilities Service Company; Virginia Anthony, Manager Consumer Relations, Columbia Gas of Mass.; Susan Corson, Customer Assistance Program Manager, Unitil; Corey Manson, Consumer Advocate, National Grid, Mass.; Theo Papigiottis, Supervisor of Credit and Collections, New England Gas.
12:15pm - 1:15 pm		LUNCH (Berkshire Rooms 1, 2, & 3)
1:15 pm - 2:45 pm		Utility Consumer Rights (Grand Ballroom) Carlos Luna, Program Representative, DHCD (Introduction) Charles Harak, Senior Attorney for Energy and Utilities, National Consumer Law Center (NCLC)
2:45 pm - 3:15 pm		Best Practices (Grand Ballroom) Kathleen Krasco, Program Coordinator, DHCD (moderator) <u>Vendor Training</u> - Lourdes Aspiras, Fuel Assistance Program Manager, SMOC, Inc.; <u>Information & Referral</u> - Lisa Gilhooly, Interim Manager/Emergency Program Coordinator, NEFWC; <u>Streamlining Filing & Accessing Files</u> - John Keeney, Area Project Coordinator, NEFWC.
3:15pm - 3:30 pm		BREAK
3:30 pm - 4:30 pm		DHCD Performance Verification System (Grand Ballroom) Gerald Bell, Manager, Community Services Programs, DHCD (moderator) Akm Rahman, Senior Information & Program Coordinator, DHCD Jeffrey Brown, President, Community Software Group, Inc.
4:30 pm - 4:45 pm		Tribal Session (Grand Ballroom) Gerald Bell, Manager, Community Services Programs, and Akm Rahman, Senior Information & Program Coordinator, DHCD.
4:45 pm - 5:00 pm		Day 1 Closeout and Evaluation - all DHCD staff

Tuesday, September 9, 2014

7:00 am – 9:15 am		BREAKFAST (Outside Grand Ballroom)
8:00 am – 9:30 am	DAY 2 – FY 2015 LIHEAP TRAINING CONFERENCE	Program Directors’ Round Table (Berkshire Room 1 & 2) Gerald Bell, Manager, Community Services Programs & Akm Rahman, Senior Information & Program Coordinator, DHCD (moderators) Fiscal Clarifications; Leveraging; Assessment Trends; Vendors Management; Appeals; and Data Verification.
8:15 am – 9:15 am		The Bean Game (Grand Ballroom) <i>Living on a “20 Bean Salary”</i> Tonia Barlow, Program Representative, DHCD (Introduction) Kellie Kozak; Community Development Officer, Mountain One Bank; Bryan House, Deputy Director of Central and Southern Berkshire County, BCAC; Aleta Moncecchi, Deputy Director of Northern Berkshire County, BCAC.
9:30 am – 10:30 am		Fraud, Waste and Abuse Prevention (Grand Ballroom) Gerald Bell, Manager, Community Services Programs, DHCD (moderator) <u>Fraud Awareness & Prevention</u> – Alice Wadley, System Trainer, Department Assistance Bureau, Massachusetts Office of Comptroller; Tonia Barlow, Program Representative & Kathleen Krasco, Program Coordinator, DHCD; <u>DHCD Fraud Reporting Process</u> ; Mekdes Abebe, Director of Internal Controls, Audits & Contracts, DHCD.
10:30 am – 11:15 am		LIHEAP Guidance Clarifications, Changes and Reminders (Grand Ballroom) Gerald Bell, Manager, Community Services Programs, DHCD (moderator) Tonia Barlow, Program Representative; Glenn Bouchard, Program Representative; Kathleen Krasco, Program Coordinator; Carlos Luna, Program Representative & Akm Rahman, Senior Information & Program Coordinator, DHCD.
11:15 am – 11:30 am		BREAK
11:30 am – 12:15 pm		LIHEAP Performance Measures (Grand Ballroom) Akm Rahman, Senior Information & Program Coordinator, DHCD Jeffrey Brown, President, Community Software Group, Inc.
12:15 pm – 1:15 pm		LUNCH (Berkshire Rooms 1, 2, & 3)
1:15 pm – 2:30 pm		<u>Current and Proposed LIHEAP Software Changes (Grand Ballroom)</u> <u>Kathleen Krasco, Program Coordinator, DHCD (Introduction)</u> <u>Annette Rodriguez, Director of Customer Relations & Support,</u> <u>Community Software Group, Inc.</u>
2:30 pm – 3:00 pm		Evaluation of Day 2 and Conference Close Out – all DHCD staff


Conference Location:
The Crowne Plaza Hotel Pittsfield
1 West Street
Pittsfield, MA 01201

LIHEAP

Where is it & where is it going?

GERALD BELL & AKM RAHMAN

FY 2015 Projections

- Proposed funding – \$101 M (President's budget)
- Best case scenario – Level funding or \$132 M
- Application trends – 215,000 applications (est.)
- LIHEAP households to be served – 190,000 (est.)
- H-EAT household to be served – up to 150,000 (est.)
- Initial maximum benefits - \$600/\$400 (deliverable fuel/utilities)
- Residential energy prices – Oil =
Utilities 

Key Program Indicators (2012 – 2014)

- Funding - \$132.67 M; \$132.58 M; \$139 M+ \$20M from state.
- Applications - 238,000; 235,000; 217,800 HH.
- All households Served – 200,000; 190,000; 182,330 HH.
- Emergency households Served – 19,416; 20,603; 20,679 (HH).
- HEARTWAP– 12,969; 10,767; 8,320 (June 2014).
- Operational – Federal government shut-down.

SOURCE: “MA LIHEAP OVERVIEW “AND FISCAL YEAR 2012 ANNUAL REPORT, MASSACHUSETTS DEPARTMENT OF HOUSING & COMMUNITY DEVELOPMENT, JUNE, 2013 [HTTP://WWW.MASS.GOV/HED/DOCS/DHCD/CD/LIHEAP/FY-2012-LIHEAP-ANNUAL-REPORT.PDF](http://www.mass.gov/hed/docs/dhcd/cd/liheap/fy-2012-liheap-annual-report.pdf) & FY 2014 HH REPORT

Key Program Indicators

- Application Categories (new/recertified):15%/85%.
- Average Benefits: \$855/\$570; \$815/\$460; \$1,007/\$520 (oil/utilities).
- Heating Costs (deliverables/utilities): \$2,800/\$1,200 per year.
- Heating Oil Prices: \$3.98; \$3.86; \$3.68 per gallon.
- LIHEAP caseload increased by 13%, since 2008, but decreased by 5% in recent years.

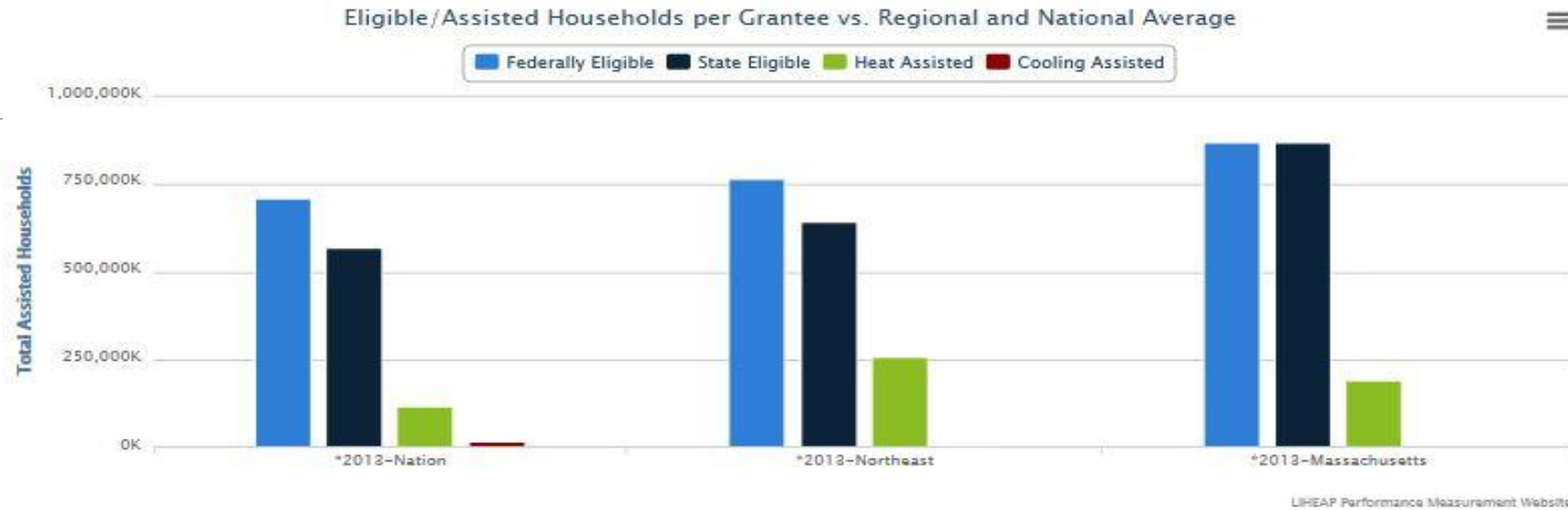
SOURCE: "MA LIHEAP OVERVIEW "AND FISCAL YEAR 2013 ANNUAL REPORT, MASSACHUSETTS DEPARTMENT OF HOUSING & COMMUNITY DEVELOPMENT, JUNE, 2013 <[HTTP://WWW.MASS.GOV/HED/DOCS/DHCD/CD/LIHEAP/FY-2012-LIHEAP-ANNUAL-REPORT.PDF](http://www.mass.gov/hed/docs/dhcd/cd/liheap/fy-2012-liheap-annual-report.pdf)>

Trends – Key Program Indicators

- New applications decreased by 5%.
- Higher heating oil and propane prices.
- Supplemental state funding in FY 2014.
- Heating emergencies.
- Elderly and households w/young children.
- The eligible population remains unchanged.
- Fewer households are served (Northeast average).

SOURCE: “MA LIHEAP OVERVIEW “AND FISCAL YEAR 2013 ANNUAL REPORT, MASSACHUSETTS DEPARTMENT OF HOUSING & COMMUNITY DEVELOPMENT, JUNE, 2013 <[HTTP://WWW.MASS.GOV/HED/DOCS/DHCD/CD/LIHEAP/FY-2012-LIHEAP-ANNUAL-REPORT.PDF](http://www.mass.gov/hed/docs/dhcd/cd/liheap/fy-2012-liheap-annual-report.pdf)>

Eligible/Assisted Households



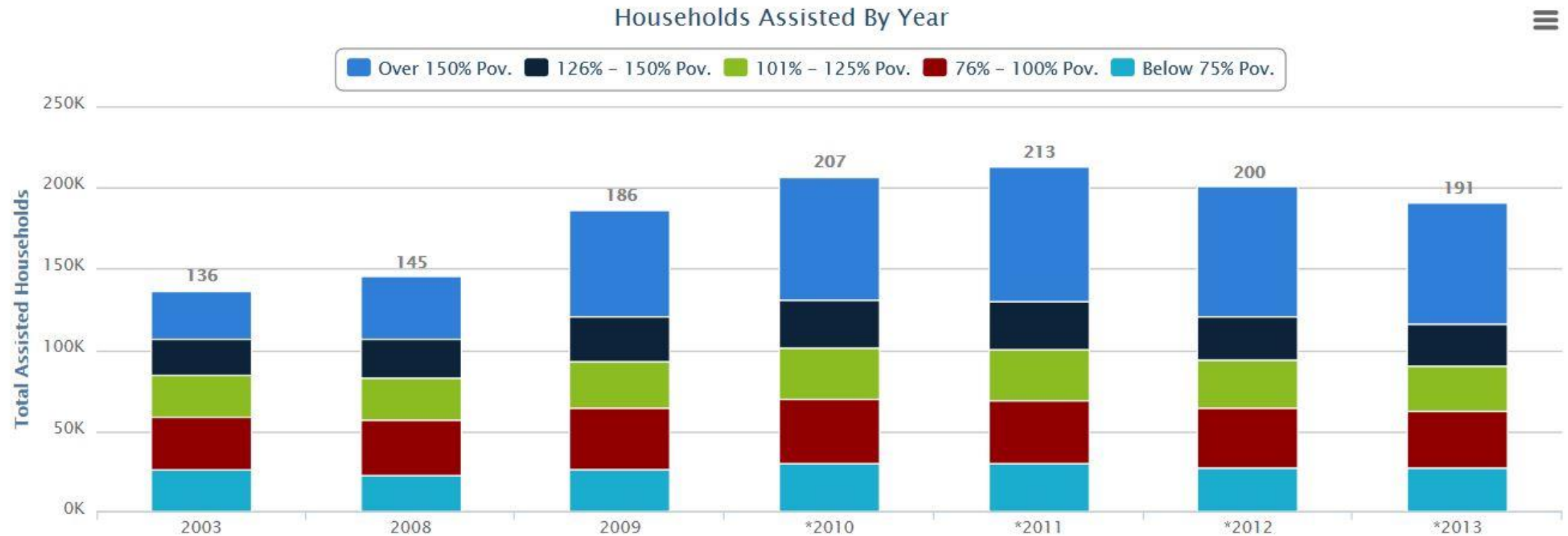
Notes:

- LIHEAP Performance Measurement data excludes Indian Tribes and Tribal Organizations that are direct grantees of HHS
- Years marked with an asterisk include non-final data; If a state reported missing or unreliable data, their data were suppressed.
- Federally eligible refers to those households with income at or below the Federal maximum LIHEAP income standard, which is the greater of 60 percent of State median income or 150 percent of the HHS Poverty Guidelines.
- State eligible refers to those households with income at or below the State maximum LIHEAP income standard, which can vary from 110 percent of the HHS Poverty Guidelines up to the Federal maximum LIHEAP income standard.

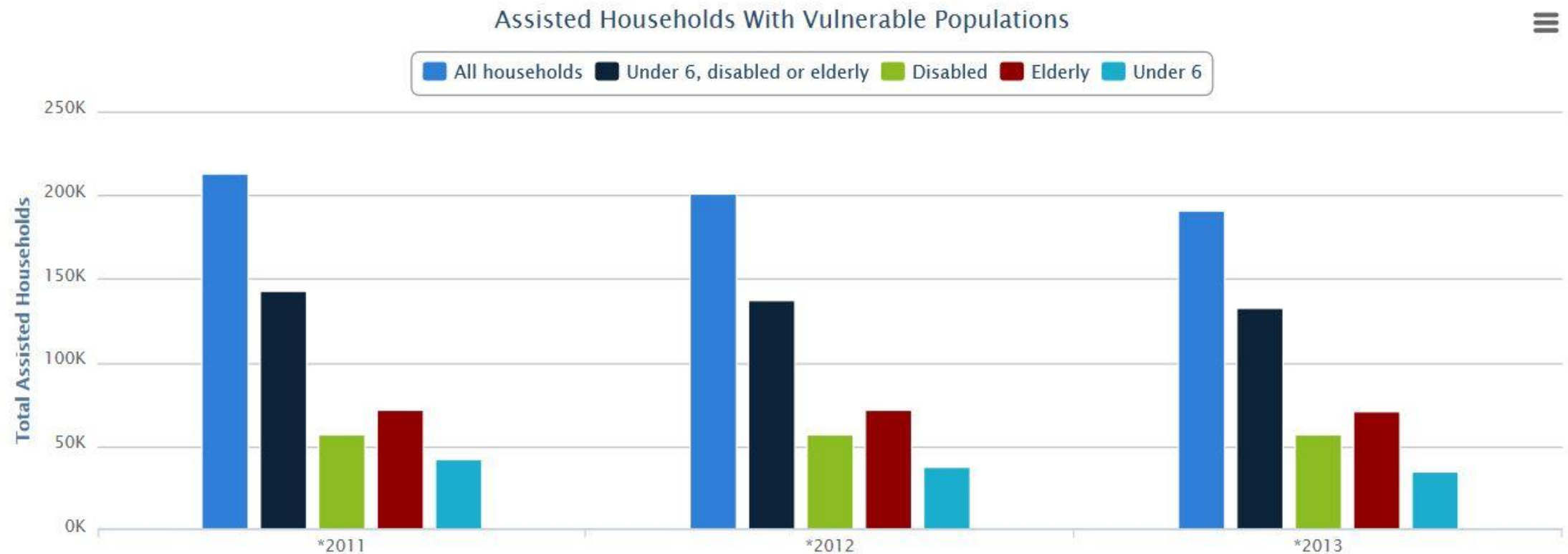
Elderly Eligible/Assisted Households per Grantee(s) vs. Regional and National Average

Year	Grantee	Federally Eligible	State Eligible	Heat Assisted	Cooling Assisted	Grantee count	Includes non-final data
2013	Nation	706,989	566,304	115,969	15,993	51	Y
2013	Northeast	761,895	641,032	255,875	5,687	9	Y
2013	Massachusetts	866,450	866,450	190,517	0	1	Y

Household Assisted By Year



Trends – Vulnerable Population



Where is it going?

Program Integrity

Documentation > Verification

- Daily data exchange with SSA.
- Monthly wage matches through DOR.
- Monthly H-EAT validation for DTA through DHCD.
- Daily LIHEAP validation for DHCD through DTA.
- Vendor authentication and management.
- Fraud prevention (due diligence reporting and recoupment).

Trends – Performance Measures – FY 2013

MA is most likely the only state with online capacity to demonstrate the following:

- On average, LIHEAP reduced home energy burden by 53.7% and 40% respectively (regular/HECS).
- Average Energy Burden (% of income spent on home energy): BEFORE LIHEAP = 6% AFTER LIHEAP = 2.8%.
- There were 40,105 (22%) households where LIHEAP prevented a potential home energy crisis.
- There were 25,068 (13%) households where LIHEAP restored home energy services.
- Average arrearages - \$830 (Oil); \$385% (Natural Gas); \$395 (Electricity)

SOURCE: “MA LIHEAP OVERVIEW “AND FISCAL YEAR 2013 ANNUAL REPORT, MASSACHUSETTS DEPARTMENT OF HOUSING & COMMUNITY DEVELOPMENT, JUNE, 2013 [HTTP://WWW.MASS.GOV/HED/DOCS/DHCD/CD/LIHEAP/FY-2012-LIHEAP-ANNUAL-REPORT.PDF](http://www.mass.gov/hed/docs/dhcd/cd/liheap/fy-2012-liheap-annual-report.pdf); AND UTILITY COMPANY PERFORMANCE MEASURES DATA.

Trends – Operational Management

- Average monitoring error rate ($\#$ of findings/ $\#$ reviewed) = 9%, this is an 1% increase.
- Benefit determination error rate: 1%.
- Total sample cases reviewed in 2014: 778 (more than sampling methods call for).
- Most common findings: certification deadlines; application signatures; Low Income Form; retail vs. MOR prices; wage matches; tenant landlord forms; household composition, etc.

Trends – Operational Management

- Government shutdown & DHCD response 11/1/13 to 11/29/14.
- Contracts – effective October 1, 2013, with negligible administrative funding; amendments in January and March 2014.
- Program start-up costs (September – November 2013) - \$0.
- Benefit increases –November 2013, Jan 2014, and March 2014.
- Two-tiered benefits target 40% of average heating costs.
- Federal allocation increased oil benefits to the maximum.
- Supplemental state allocation of \$20M increased utility benefits to the maximum.

Where is it going? (National, Regional, and Local)

Appropriations

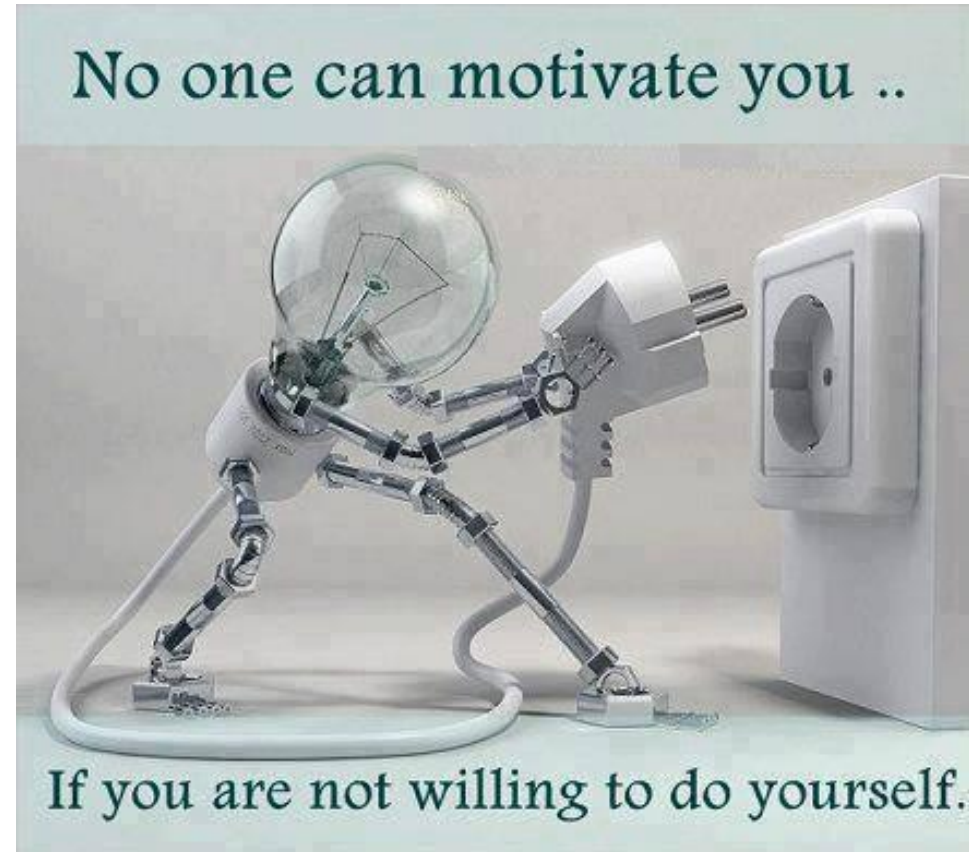
- Unchanged federal LIHEAP funding.
- Funding uncertainties and delays due to federal budget negotiations.
- Supplemental state allocations are NOT predictable.

Where is it going? (National, Regional, and Local)

Program Management takeaways

- New HHS guidelines, “encouragements”, and clarifications.
- Performance Measures mandates.
- Increased coordination with Affordable Care Act (ACA) and other social service communities, including tribal program.
- Online Program Integrity initiatives.
- Rising fuel cost vis-à-vis low benefits > case management to reduce energy burden.
- Stable but high caseload.
- Need to increase outreach to “incomplete” and new applicants.

LIHEAP
IS
MOVING
IN
ALL
DIRECTIONS...



Assurance 16

TARGETED OUTREACH AND CASE MANAGEMENT STRATEGIES

GLENN BOUCHARD - MODERATOR

Assurance 16 – What is it?

-In 1994, a new provision, Assurance 16, was added to the Low-Income Home Energy Assistance Program (LIHEAP) statute.

-It provides LIHEAP grantee states the option of spending no more than five percent of their LIHEAP funds on services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance.

-State of MA Assurance 16 activities include targeted outreach, benefits coordination, counseling, referrals, and energy education provided to households in financial or energy crisis.

Assurance 16 – Why is it important?

- It is a Federally mandated component of LIHEAP.
- In addition to administrative dollars, DHCD provides up to \$3.4 million to Local Administering Agencies (LAA's) to run Assurance 16 as a separate but integrated component of LIHEAP.
- MA is a cold weather state with rising deliverable fuel and utility costs.
- DHCD's Benefit Enrollment and Coordination System (*BECS*) can help!

Assurance 16 - Session Presenters

Linda Soucy – Housing Services Division Director - Greater Lawrence Community Action Council, Inc.

- TOPIC: OUTREACH

Mary Knittle – Director of Energy Resources – Worcester Community Action Council, Inc.

- TOPIC: OUTREACH

Jennifer Schmorrow – Utilities Advocate – Action, Inc.

- TOPIC: CASE MANAGEMENT

Home Energy Assistance

DEPARTMENT OF PUBLIC UTILITIES AND

UTILITY COMPANY PROGRAMS

GERALD BELL - MODERATOR

Utility Consumer Rights

INTRODUCTION – CARLOS LUNA, DEPARTMENT OF HOUSING &
COMMUNITY DEVELOPMENT

CHARLES HARAK

SENIOR ATTORNEY FOR ENERGY AND UTILITIES

NATIONAL CONSUMER LAW CENTER

Best Practices

KATHY KRASCO - MODERATOR

LOURDES ASPIRAS, SMOC

LISA GILHOOLY, NEFWC- SPRINGFIELD

JOHN KEENEY, NEFWC- FITCHBURG

LIHEAP Performance Verification System

AKM RAHMAN & JEFFREY BROWN

MASSACHUSETTS DEPARTMENT OF HOUSING &
COMMUNITY DEVELOPMENT
DIVISION OF COMMUNITY SERVICES

Discussion Topics

- DHCD Overview of LIHEAP Program Integrity Measures (SSA and other projects).
- SSA Security Design Plan Standards – DHCD
- DHCD Clearinghouse Data Exchange Process – CNC
- LIHEAP Software Changes – CNC
- Roles and Responsibilities (IT and LIHEAP Directors)
- Incident Reporting Process – DHCD
- Next Steps – DHCD
(LAA self-assessment, T/TA, and monitoring)

Where is it going?

Program Integrity

Documentation > Verification

- Secure data exchange with SSA.
- Secure wage matches through DOR.
- DHCD verification for DTA (H-EAT).
- Data validation from DTA (LIHEAP).
- Fraud prevention (due diligence reporting and recoupment).

State Plan Program Integrity Supplement

Events >

- GAO Review of LIHEAP.
- HHS Program Integrity Work Group Recommendations.
- MA OIG Review of LIHEAP
- HHS onsite assessment.
- Discussions with HHS OIG.
- Ongoing GAO follow-ups.

Goals and Actions

- No Audit findings.
- Reduce risk and errors.
- Establish Positive ID.
- Normalize Address.
- Verify SSN, decedent information, and fixed income.
- Safeguard, track, and monitor potential data breach.
- Authenticate and manage vendors.
- Manage and guide staff on programmatic and fiscal issues.
- Increase LAA capacity through T/TA.

What's In For Me?

< Less paper work > more verifications...

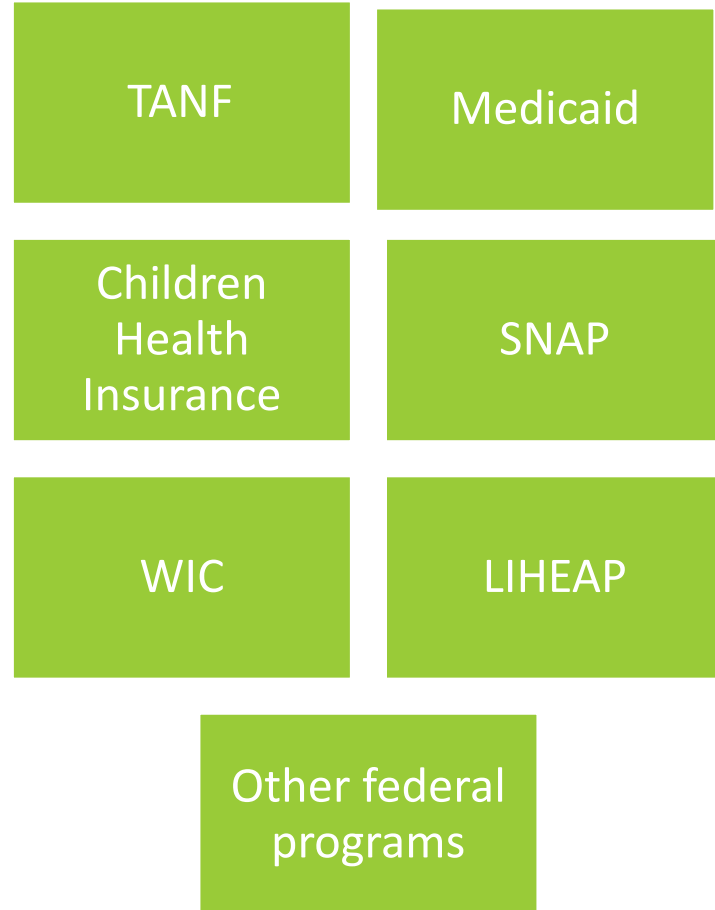
(Not in any order!!!)

- SSN and other information will be verified.
- Emergency cases will verified as post audit.
- SSA will provide fixed income amounts.
- DTA will provide TANF, SSP, SNAP amounts.
- Increased coordination of services for improper payment prevention.
- New information security standards.

Data Exchange Steps and Process

- DHCD has Information Exchange and Computer Matching Agreements with SSA.
- DHCD, LAAs, and the Software Vendor are jointly responsible for implementing a Security Design Plan.
- Onsite Compliance Review by SSA.
- Security Policies and Procedures for LAAs.
- DHCD Training and Technical Assistance.
- Production Phase – Data Exchange with SSA.
- Recertification, Contract Renewal, Incident Reporting.
- DHCD has established agreements with DTA.

Agreement Contents – Required Programs



“...the State Agency is required to use an income and eligibility verification system to administer specified federally funded benefit programs, including the state-funded state-supplementary payment programs under title XVI of the Act.”

SSA Agreement Contents

- **Notice to Applicants** – “the State Agency will notify all applicants who apply...any data they provide are subject to verification...”
- **Notice to Beneficiaries** – “the State Agency will provide notice to beneficiaries... Information them of ongoing computer matching...”
- **Opportunity to Contest** – “the State Agency will not terminate, suspend, reduce, deny, or take other adverse action...unless notified in writing...provided an opportunity to contest...”
- Timeframes – Until the end of the program (4/30) or 30-days.

What's Being Exchanged?

Input

SSN

Account Numbers/Codes

Last Name

Middle Name

First Name

Date of Birth

Gender

Validated or Error Output (TBD, pending SSA approval)

SSN

Last Name

Middle Name

First Name

Date of Birth

Gender

Prisoner and Death Info.

Social Security Income Amount

Security Design Plan Standards (Selected Examples)

Management Oversight – DHCD > Software Vendor

DHCD > LAA > LAA Manager > LIHEAP staff.

Software – Encryption, non-disclosure, etc.

Hardware – Desktops, laptops, work stations.

Physical Security – locked door, separate server room, LIHEAP intake space, locked file cabinet.

Network Security – Firewall, connections, etc.

Human Aspects – Clean desk policies.

Access Control – Strong password, restricted access, password expiration, locked screen.

Training and Technical Assistance – E.O 504 & Security Training.

Incident Reporting – LIHEAP staff > LIHEAP Manager > DHCD

Fines and penalties – Only if applicable.

SDP Requirements (proposed to SSA)

- Network Security
- LIHEAP Application Databases
- Physical Security
- Anti-malware, threat detection, and encryption.
- LIHEAP Application Software, physical security, access control, encryption, etc.
- Workstations
- Passwords
- Policies and procedures, continuous monitoring, breach detection, handling of SSA provided information.

DTA DATA EXCHANGE

- LIHEAP agency software sends LIHEAP households to DHCD clearinghouse.
- DHCD clearinghouse sends LIHEAP households having persons with TAFDC, EAEDC, SSP or No income to DTA.
- DTA returns First Name, Last Name of person receiving TAFDC, EAEDC, SSP benefits along with benefit amount.
- DHCD clearinghouse transmits DTA data to LIHEAP agency software.

Liheap Software ability to add DTA income

Contact
Household
Demograph/Other
Housing
Vendors
Consumption
Landlord
Weatherize
Comments
Incomplete
Status
Benefits
Local Appeals
State Appeals
Assign
Attachments

Members of Household

Number In Household:

Total Income:

After Person # [Add New Person\(s\)](#) Number to Add:

Income Types

DTA Income sources reported for this family:

JANE SMITH		
TAFDC	\$	0.00
EAEDC	\$	0.00
SSP	\$	185.00
SNAP	\$	0.00

Add SSP Income to **JANE SMITH**

Hd	First Name	M I	Last Name	Birth Date	Age	SSN	G	D	E	I	R	E	W	V
<input checked="" type="checkbox"/>	JOHN	<input type="checkbox"/>	SMITH	2/22/1960	54	On File	M	N	3	3	3	N	Y	N
SocSec: \$0.00 Pension: \$0.00														
<input type="checkbox"/> Request Wage Match														

<input checked="" type="checkbox"/>	JANE	<input type="checkbox"/>	SMITH	3/30/1968	46	On File	F	N	3	3	3	N	Y	N
SSI: \$0.00														
<input type="checkbox"/> Request Wage Match														

Sample Income Screen

Documentation Date (mm/dd/yyyy):

How Income was Documented:

- ☐ Check ☐ Printout ☐ Award Letter
☐ Welfare Statement ☐ Bank Statement/Direct Deposit ☐ Facsimile
☒ DTA

Calculate Income:

\$ x 12 = \$2,220.00
Monthly Amount
\$ x 24
Bi-Monthly Amount
\$ x 1
Annual Amount

Override Amount Override Description

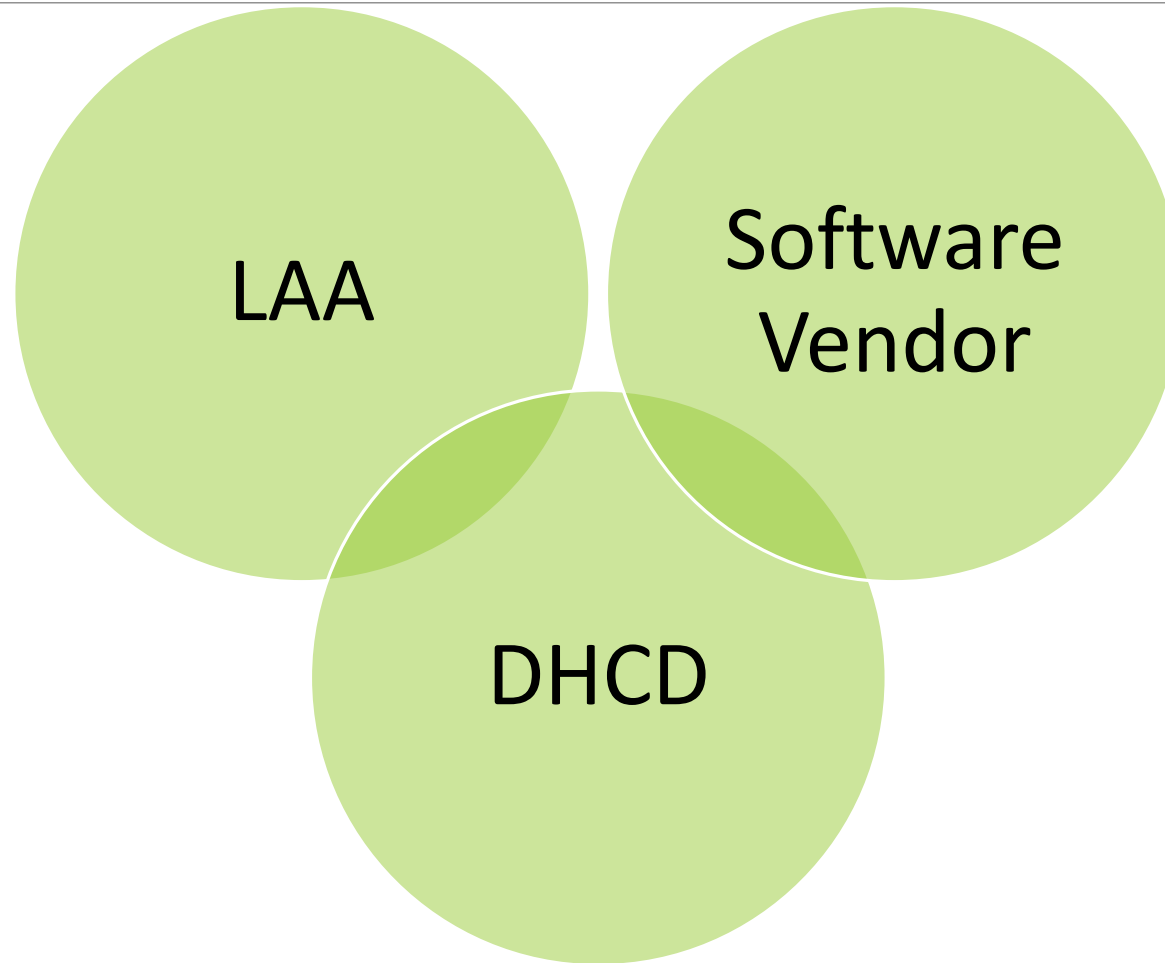
H-EAT VERIFICATION

- LIHEAP agency software sends LIHEAP households to DHCD Clearinghouse.
- DTA provides DTA households to DHCD Clearinghouse.
- DHCD Clearinghouse uses SSN to match persons in LIHEAP against SSN in DTA file.
- For each matched SSN, DHCD Clearinghouse provides 1st LIHEAP payment date found in previous 12 months.
- DTA issues H-EAT payment based on DHCD and DTA verifications.

Incident Reporting

- What is a breach?
- How to report?
- Incident Reporting Form
- Breach assessment, penalties (if applicable).

Responsibilities



Data Exchange & LIHEAP Software



Discussion

Tribal Session

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT

GERALD BELL AND AKM RAHMAN

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Day 1 Close out & Evaluation

DEPARTMENT OF HOUSING & COMMUNITY DEVELOPMENT



FY2015 LIHEAP Training Conference September 8 - 9, 2014 Pittsfield, MA

MASSACHUSETTS DEPARTMENT OF HOUSING & COMMUNITY DEVELOPMENT
DIVISION OF COMMUNITY SERVICES



Program Directors' Round Table

DEPARTMENT OF HOUSING & COMMUNITY DEVELOPMENT

GERALD BELL AND AKM RAHMAN - MODERATORS



Fraud, Waste, & Abuse Prevention

ALICE WADLEY, OFFICE OF THE COMPTROLLER

MEKDES ABEBE, TONIA BARLOW, AND KATHY KRASCO; DEPARTMENT OF
HOUSING & COMMUNITY DEVELOPMENT

LIHEAP Guidance

Clarifications, Changes, and Reminders

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT

GERALD BELL - MODERATOR

TONIA BARLOW, GLENN BOUCHARD, KATHY KRASCO, CARLOS LUNA, AND

AKM RAHMAN



Housing Costs

- LAA must make every effort to collect housing cost info.
- Foreclosures
 - Bank documentation
 - Applicant no longer owns home.
 - \$0 housing costs
- Past Due
 - Amount past due but not in foreclosure.
 - Enter in housing cost applicant responsible.
- *Low Income/ No Income Interview Form*

DTA Daily Verification

- Automatic process
- Daily income verification of certain client groups
 - Zero income household members
 - Those that claim DTA income (e.g. TANF, EAECS, SSP)

Geothermal Heating Systems

- More commonly found in larger housing complexes.
- System uses heat from earth to heat building.
- Most cases landlord/property management is responsible for geothermal system.
 - Cost of system passed onto tenant in rent
 - Process as heat included.

Income Exclusions

- Veterans
 - Education and Training programs
 - Aid & Attendance Care
 - Medical Reimbursements
 - Certain groups of children of Vietnam Veterans
 - Agent Orange Settlement funds
 - POW from Democratic Republic of Vietnam
 - Supportive Services for Veterans' families

Income Exclusions Continued

GROUPED BY TYPE:

- Care
- Child
- Food
- Health
- Housing
- Income
- Insurance
- Native American
- Utilities
- War

Application Signatures

- Applicant signature vs. adult household members
 - SSA
 - DTA
 - Other third party verification/referral
 - WAP/HEARTWAP and Utility Referrals
 - All other except for:
 - DOR Wage Match
- Cannot process applications with a signature on back of the application.

Alimony and Child Support

- Other payments in lieu of alimony child support are countable and include:
 - Mortgage/rent payments
 - Day care costs
 - School tuition
 - Rehabilitation
- Those that self-declare support must provide the information annually to agency.

Annuities

- If source document
 - Is from the company and
 - States both:
 - the annuity amount
 - number of years to receive annuity
- Then carry it forward.

Short Term Loan

- Short term loan is considered lasting 12 months or less.
- Short term loans are NOT counted as income.
- Any loan lasting longer than 12 months shall be considered income for LIHEAP purposes.

International Students

- International students shall provide documentation from the sources which they derive their income.
- Income sources for a student may include, but are not limited to:
 - Scholarships
 - Fellowships
 - Graduate Assistantship
 - Part-time Employment
 - Support from others
 - Family members
 - **Home Government (New)**

Exchange Students

The is New addition to the Guide.

- The length of stay of exchange students living with LIHEAP applicants:
 - **Must be verified prior to determining** whether to count related income as part of the household.
- For those students living with the household **less than 6 months**:
 - Students and any income derived from their stay is **NOT counted**
- Any student staying **6 months or more** in the household:
 - **Must be Counted** as part of that household
 - As well as any income derived from their stay

Changes in Household Composition

- The following change is a new addition/clarification added to this section of the Guidance.
- Leave of Non-Income Producing Household Member- When a person that is not income producing leaves a household, it is not required to have proof of the individual's new address.

Emergencies

- New clarification concerning a procedure for tracking emergencies in the LIHEAP software.
- For emergencies, the staff must complete the reasons in the emergency section on the LIHEAP software including:
 - Date emergency received
 - Agency response
 - Emergency type

Direct Payments

- The following change is a new addition/clarification added to this section of the Guidance.
- Direct payments to applicants cannot be made until the application has been certified.

LIHEAP Performance Measures

AKM RAHMAN, DEPARTMENT OF HOUSING AND COMMUNITY
DEVELOPMENT

JEFFREY BROWN, COMMUNITY SOFTWARE GROUP



Why Measure Performance?

- Massachusetts Performance Measurement & Oversight Initiatives
- To *tell a story*.
- Support funding needs.
- Show program effectiveness.
- Make better program management decisions.
- Justify *what LIHEAP does best* - prevent home energy crises.
- Report to Congress and the American people.

Can you think of any other uses?

What are the LIHEAP Performance Measures?

Generation X!

- Massachusetts LIHEAP Outcome Measures.
- Agency Capacity –Leveraging \$.
- Direct Service - # of households w/high consumption.
- Outreach and Program Support – increases in LIHEAP applications due to new intake sites/#reducing arrearages, etc.

What are the LIHEAP Performance Measures?

Generation Y! HHS LIHEAP Performance Measures

- Energy burden reduction – pre and post LIHEAP.
- LIHEAP prevented potential shut-offs/no heat.
- LIHEAP restored heat.

Background Information

Two work groups were established on LIHEAP performance measures

- PMWG developed a tiered set of mostly outcome-based performance measures – Tier 1 > Tier 2 > Tier 3.
- PMIWG engaged states in a consensus-driven process to implement the LIHEAP performance measures.

Resources:

<http://www.acf.hhs.gov/programs/ocs/resource/implementing-liheap-outcome-performance-measures>

<http://liheap.ncat.org/pubs/13pm.pdf>

Background Information

The tiered performance measures were developed to:

- Show the range of LIHEAP services – bill payment > I &R > arrearage reduction > energy self-sufficiency.
- Allow States to report on the data they could collect – e.g., energy costs, consumptions, service interruptions.
- Demonstrate the impact of LIHEAP funds – e.g., # of shut-offs prevented due to LIHEAP; spending less on home energy.

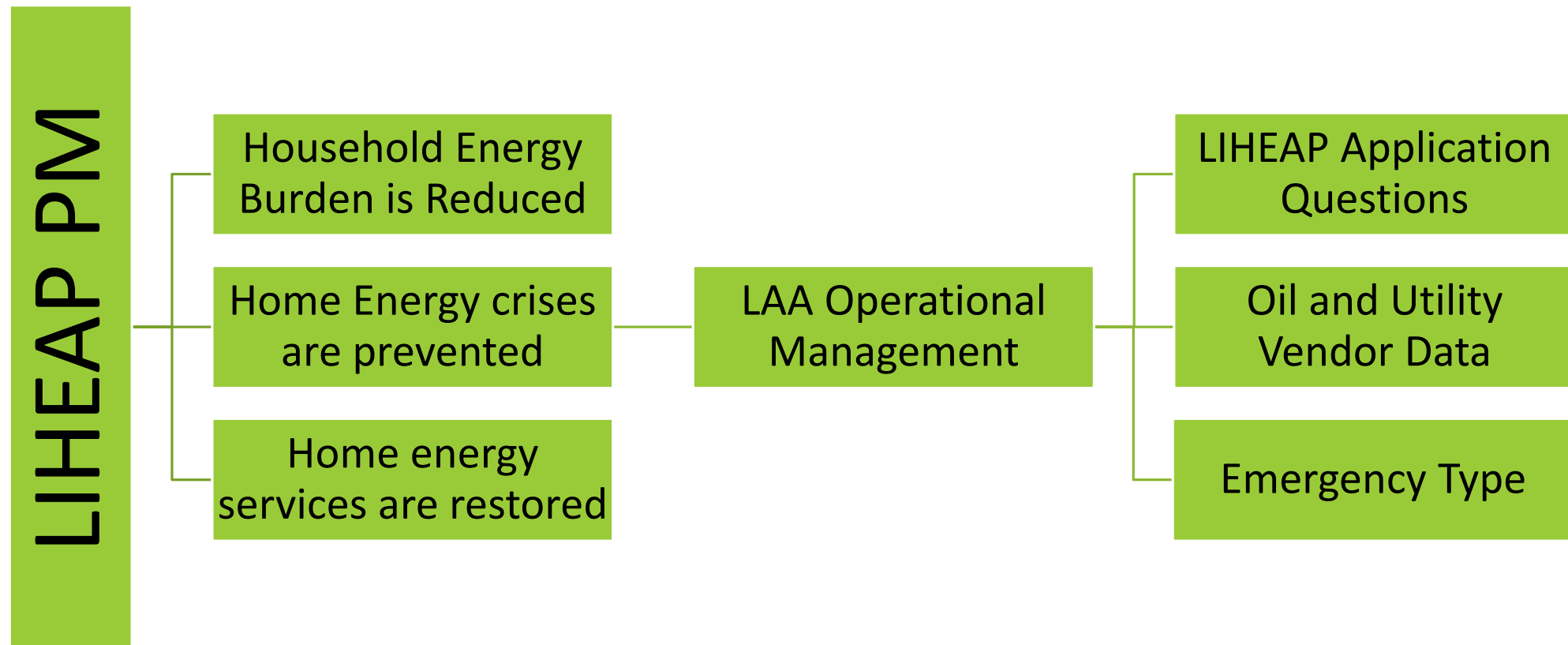
Implementation Plan: Key Concepts

- **Partnership-based** – LAAs, Utility companies, vendors, state, DPU, DOER, HHS, and others.
- **Built on past successes** – LIHEAP outcome measures, LASER/REACH grants.
- **Efficiencies** – advanced software solution, data standards, online reporting.
- **Capacity building approach** – LAA, State, and Vendor capacity building.

Implementation Plan: Operational Management

- National Performance Measures Work Group (PMIWG).
- Piloting of LIHEAP Measures using FY 2013 data.
- Fine tuning – Application, vendor contracts, software, training, etc.
- Public Participation – Listserv messages, webinars, public hearings, Advisory meetings, AMP meetings, State Planning process.
- Reporting in 2015 – Clients & Vendors > LAAs > State > HHS > Congress.

How Measures are Tracked & Reported?



Demographics Tab – Client Provided Data

Contact
Household
Demographics/Other
Housing
Vendors
Consumption
Landlord
Weatherize
Comments
Incomplete
Status
Benefits
Local Appeals
State Appeals
Assign
Attachments

Demographics

Family Type:

1: Single Parent/Female ▼

Is/Does any Household member:

...a US Veteran? ☐ Yes ☒ No

...receive Food Stamps? ☒ Yes ☐ No

...receive Foster Care Payments? ☐ Yes ☒ No

...a WIC Participant? ☐ Yes ☒ No

Applied in previous year(s)? ☒ Yes ☐ No

If yes, how many years? 13 ▼

Uses Air Conditioner? ☒ Yes ☐ No ☐ Not Answered

AC Type: Window/Portable ▼

Received Shutoff Notice/Vendor Refuse Deliv? ☐ Yes ☒ No ☐ Not Answered

Services Shutoff/Run out of Fuel? ☒ Yes ☐ No ☐ Not Answered

Services Resumed because of Liheap? ☐ Yes ☒ No ☐ Not Answered

Vendor's Tab – Client Provided Data

Contact	Select a Vendor: <input type="text" value="Select One"/>						
Household	Set Vendor Role As...	Vendor Code/Name	Heat Source	Billing First Name	Billing Last Name	Account	Not In Household
Demograph/Other	Primary	9765: COSIMO, INC.	01: Oil <input type="button" value="v"/>	<input type="text"/>	<input type="text"/>	3476101107	<input type="checkbox"/>
Housing	Secondary	9435: WESTERN MASSACHUSETTS ELECTRIC		<input type="text"/>	<input type="text"/>	0110734761	<input type="checkbox"/>
Vendors	Gas		Copy To Secondary	<input type="text"/>	<input type="text"/>		<input type="checkbox"/>
Consumption	Electric	9435: WESTERN MASSACHUSETTS ELECTRIC	Copy To Secondary	<input type="text"/>	<input type="text"/>	3476101	<input type="checkbox"/>
Landlord							
Weatherize							
Comments							
Incomplete							
Status							
Benefits							
Local Appeals							
State Appeals							
Assign							
Attachments							

Additional Heating Sources

☐ Oil ☐ Gas ☐ Coal ☐ Kerosene ☐ Wood ☐ Propane ☐ Electric ☐ Other

Vendor Notes: Use for notes about previous and current vendors.

Spell Check

Old Vendor Data (for your reference only, changes not saved)

Consumption Tab for Vendor Provided Data

Consumption Information

Current Year	Total Billed	Full Year	Number Current Months	Customer	Units/ Gallons
	<input type="text" value="5689.00"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="text" value="0"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="text" value="1543.000"/>
	# Customer (non-Liheap) Payments	Customer had Unpaid non-Liheap Bill	Amount Unpaid Bill	Customer in Payment Plan	
	<input type="text" value="0"/>	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="text" value="0.00"/>	<input type="radio"/> Yes <input checked="" type="radio"/> No	
	Made Payments On Time	Customer Reported No Fuel Prior	Received at least One Non-Delivery Notice		
	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No		



Status Tab – Emergency Type and Date & Time

Status

☒ Not Emergency

Emergency ☐ Complete

☐ Self-Declared

Emergency Date:

Response Date:

Emergency Time:

Response Time:

Emergency Type:

Delivered: Client still has heat but has less than 1/8 of a tank.

Delivered: Client is out of fuel / their tank is empty.

Utility: Client received a termination notice.

Utility: Client's heat has been shut off.

Heating System Emergency

Intake Worker:

Complete Date:

Proxy Form Sent Date:

Proxy Form Received Date:

How did you hear about fuel assistance?

[Reset to Defaults \(below\)](#)

Info Sharing?

☒ Yes ☐ No

(Default is Yes)

Agency Employee?

☐ Yes ☒ No

(Default is No)

Head of Household ID?

☒ Yes ☐ No

(Default is Yes)

Address Verification?

☒ Yes ☐ No

(Default is Yes)

Performance Measures Report – Page 1

PART I. ENERGY BURDEN TARGETING	Bill Payment-Assisted Household Main Fuel					
	All Households	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
A. Unduplicated Number of LIHEAP Bill Payment-Assisted Households	172954	17306	95290	53483	2802	2108
B. All Households with 12 months of Bill Data (Main Fuel and Electric)						
1. Unduplicated Number of Households with 12 months of Bill Data (Main Fuel and Electric)	93963	8910	48587	32328	1665	1262
2. Average Annual Household Income	494720	437888	478136	534508	331724	297500
1 3. Average Annual Total LIHEAP Benefit per Household (including Heating, Cooling, Crisis, Supplemental Benefits)	15983	10841	10980	22933	15435	15807
4. Average Annual Main Heating Fuel Bill	30474	28735	21479	42137	23578	20446
5. Average Annual Electricity Bill	0		0	0	0	0
6. Average Annual Total Residential Energy Bill	\$30474	\$28735	\$21479	\$42137	\$23578	\$20446
7. Average Annual Burden Before Receiving LIHEAP	6.16%	6.56%	4.49%	7.88%	7.11%	6.87%
8. Average Annual Burden After Receiving LIHEAP	2.93%	4.09%	2.2%	3.59%	2.45%	1.56%
9. Average Percentage Point Change in Energy Burden	3.23%	2.47%	2.29%	4.29%	4.66%	5.31%
10. Average Percentage Reduction in Energy Burden	52.44%	37.65%	51%	54.44%	65.54%	77.29%

Performance Measures Report – Page 2

C. High Burden Households with 12 months of Bill Data (Main Fuel and Electric)						
1. Unduplicated Number of High Burden Households (Top 25%) with 12 months of Bill Data (Main Fuel and Electric)	5434	550	2256	2396	71	43
2. Average Annual Household Income for High Burden Households	469024	484267	482631	459017	305122	114050
3. Average Annual Total LIHEAP Benefit per High Burden Household (including Heating, Cooling, Crisis, Supplemental Benefits)	18950	12880	12762	25347	12266	6949
4. Average Annual Main Heating Fuel Bill for High Burden Households	58944	46001	35403	83063	32364	12595
5. Average Annual Electricity Bill for High Burden Households	0		0	0	0	0
6. Average Annual Total Residential Energy Bill for High Burden Households	\$58944	\$46001	\$35403	\$83063	\$32364	\$12595
7. Average Annual Burden Before Receiving LIHEAP for High Burden Households	12.57%	9.5%	7.34%	18.1%	10.61%	11.04%
8. Average Annual Burden After Receiving LIHEAP for High Burden Households	8.53%	6.84%	4.69%	12.57%	6.59%	4.95%
9. Average Percentage Point Change in Energy Burden for High Burden Households	4.04%	2.66%	2.65%	5.53%	4.02%	6.09%
10. Average Percentage Reduction in Energy Burden for High Burden Households	32.14%	28%	36.1%	30.55%	37.89%	55.16%
D. Benefit Targeting Index for High Burden Households:						
	119	119	116	111	79	44
E. Burden Reduction Targeting Index for High Burden Households:						
	61.54	75.68	70.59	55.56	56.92	71.43

Performance Measures Report – Page 3

PART II. RESTORATION OF HOME ENERGY SERVICE	Energy Source					
	All Households	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
A. Number of All LIHEAP_Assisted Households that Had:						
1. Energy Service Restored After Disconnection	6221	899	5322			
2. Fuel Delivered to Home that Ran Out of Fuel	14821			13878	81	66
3. Repair/Replacement of Inoperable Home Energy Equipment	18	0	0	11	0	0

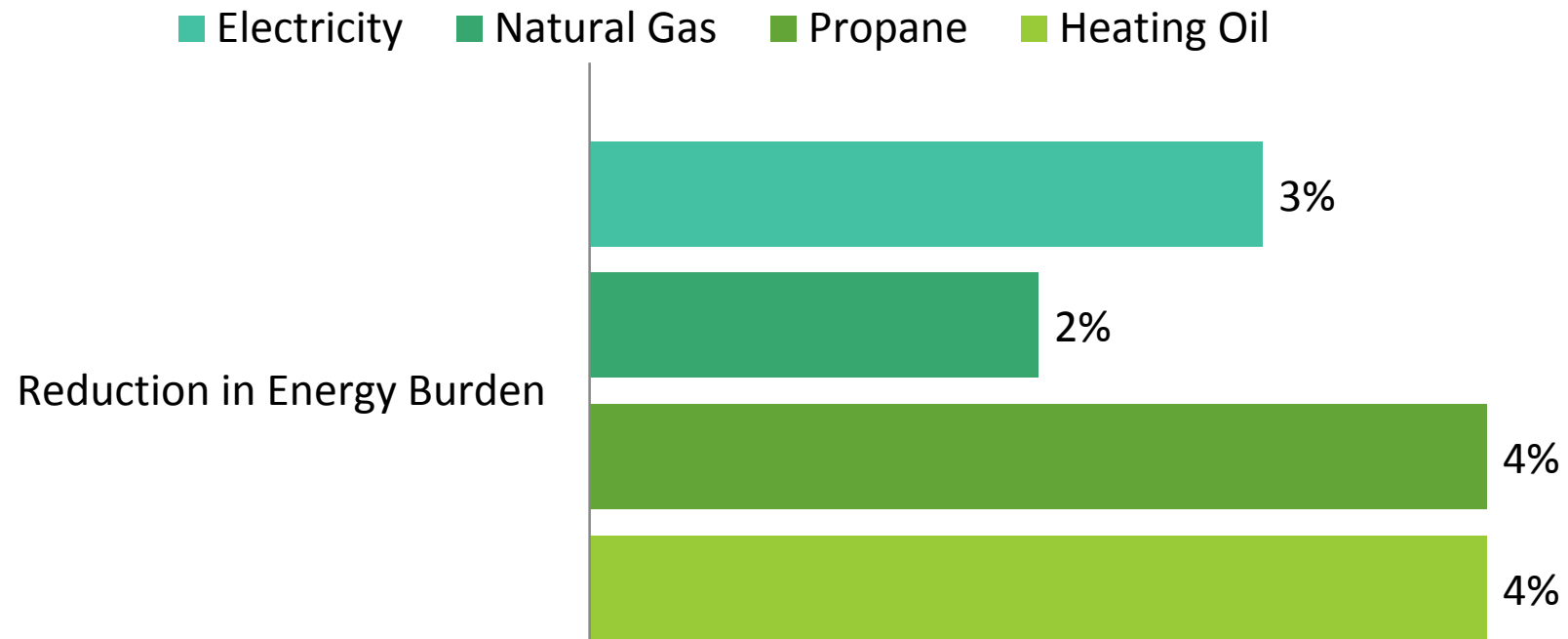
PART III. PREVENTION OF LOSS OF HOME ENERGY SERVICE	Energy Source					
	All Households	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
A. Number of All LIHEAP_Assisted Households that Had:						
1. Past Due Notice or Utility Disconnect Notice	25760	4388	21372			
2. Imminent Risk of Running out of Fuel	15951			6042	331	71
3. Repair/Replacement of Operable Equipment to Prevent Imminent Home Energy Loss	3187	10	491	2434	22	8

Performance Measures Report – Page 4

PART I. ENERGY BURDEN (OPTIONAL MEASURES)	Bill Payment_Assisted Household Main Fuel					
	All Households	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
A. All Households with 12 months of Bill Data (Main Fuel and Electric)						
1. Average Annual Electricity Usage	0		0	0	0	0
2. Average Annual Main Heating Usage	32919	139930	18922	11576	8849	
B. High Burden Households with 12 months of Bill Data (Main Fuel and Electric)						
1. Average Annual Electricity Usage for High Burden	0		0	0	0	0
2. Main Heating Usage for High Burden	51701	111303	33160	18054	10054	
C. Unduplicated Number of LIHEAP Bill Payment_Assisted Households that Use:						
1. Electricity as Supplemental Heating Fuel	0		0	0	0	0
2. Wood as Supplemental Heating Fuel	0	0	0	0	0	0
3. Other Supplemental Heating Fuel	0	0	0	0	0	0
4. Central Air Conditioning	10085	887	5792	2441	325	67
5. Window/Wall A/C (including evaporative cooler)	156298	15863	87148	47685	2236	1566

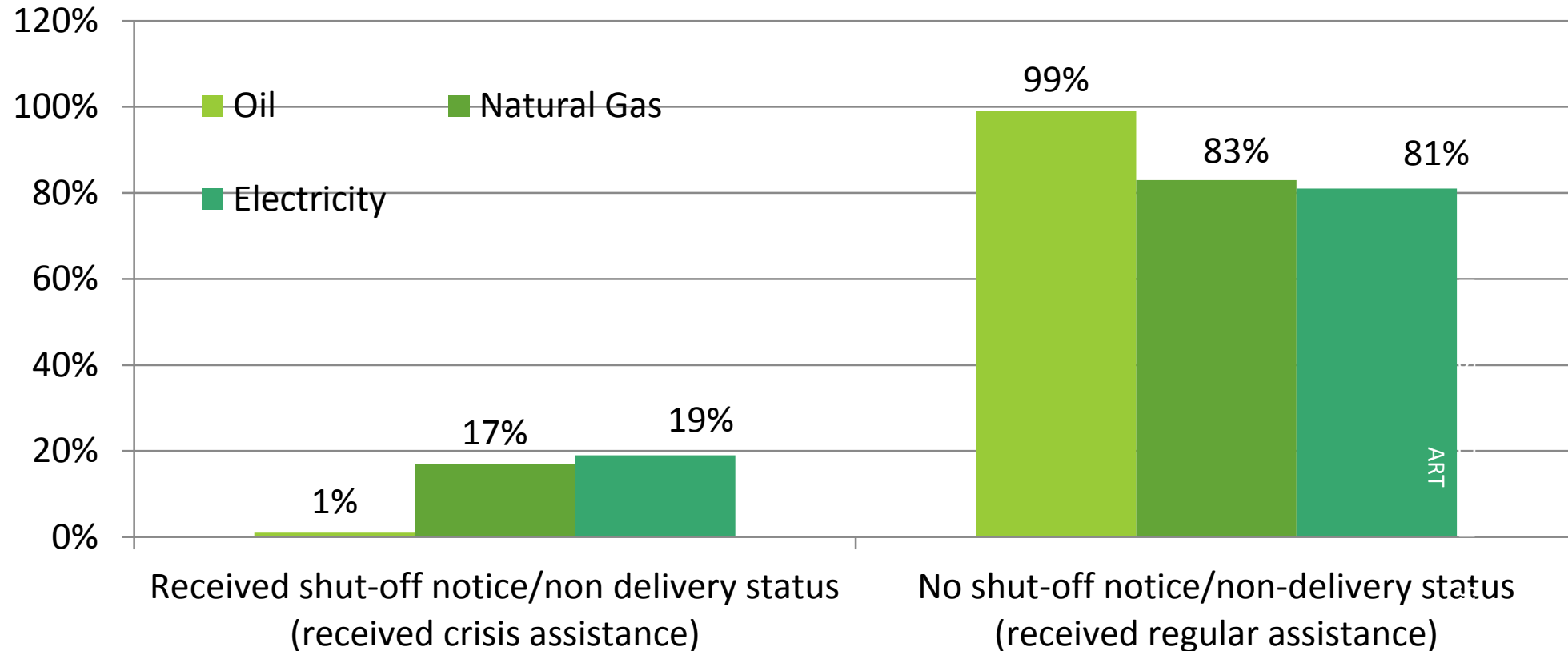
Results - Measure 1

Home Energy Burden is Reduced



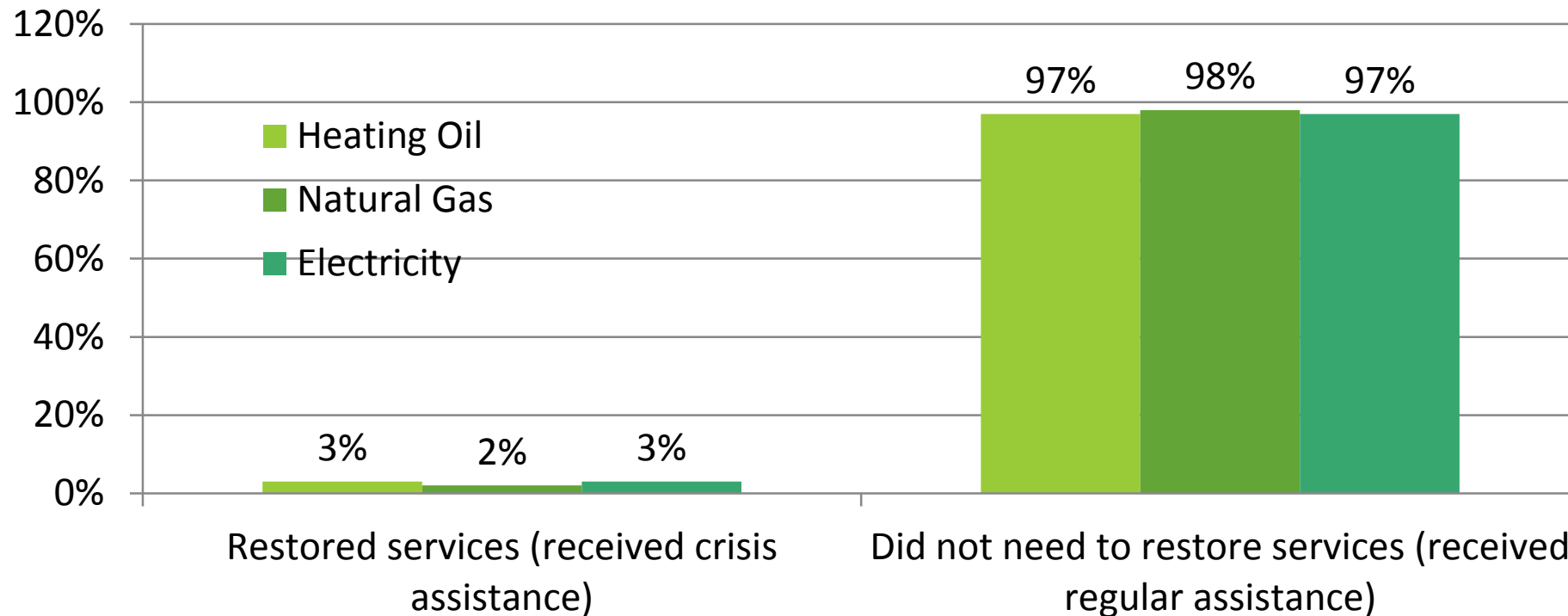
(For demonstration purposes only - based on actual heating costs reported by LIHEAP vendors)

Measure 2: Home energy Crises are prevented



(For demonstration purposes only - based on data reported by LIHEAP vendors)

MANDATED Measures 3: Home Energy Services are Restored



(For demonstration purposes only - based on data reported by LIHEAP vendors)

LIHEAP Statutes and **Massachusetts Responses**

Low Income Home Energy Assistance Act requires HHS:

“...To develop, in consultation with LIHEAP grantees, model performance goals that measure the success of each State’s LIHEAP activities. **MA Performance Work Group.**

Requires that HHS annually report to Congress on the impact LIHEAP is making on recipient and income eligible households. **LIHEAP Legislative and Annual Reports**

Requires LIHEAP grantees (states) to provide, in a timely manner, that the highest level of energy assistance will be furnished to those households that have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size. **Maximum benefit based on energy costs: \$1,385/\$765 (Deliverables/Utilities).**

Requires that grantees reserve a reasonable amount of LIHEAP funds (based on data from prior years) until March 15 of each program year for energy crisis intervention. Furthermore, grantees are required to address home energy crises within expedited timeframes.” **\$1M in Reserve LIHEAP funds. FastTrack rules to serve within 18 to 24 hours.**

What's In For Me?

- Federal office – OMB Clearance process, PM website, reporting, and PMIWG, T/TA, etc.
- State office – Implementation plan, T/TA, capacity building, software changes, partnership building, reporting.
- LAA – overall management, staff training, vendor training, data collection, quality control, reporting, etc.
- Vendors – tracking and reporting data.
- Software – facilitating data collection, reporting templates, quality control, etc.

How Can We Help Each Other?



DISCUSSION

Current and Proposed LIHEAP Software Changes

INTRODUCTION – KATHY KRASCO, DEPARTMENT OF HOUSING &
COMMUNITY DEVELOPMENT

ANNETTE RODRIGUEZ, COMMUNITY SOFTWARE GROUP



Day 2 Close out & Evaluation

DEPARTMENT OF HOUSING & COMMUNITY DEVELOPMENT

